



U.S. Citizenship
and Immigration
Services



DACA RENEWALS: CASE INQUIRY PROCESS

INQUIRING ABOUT A CASE



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Option 1—Go online

- Submit an inquiry from a USCIS online account at myaccount.uscis.dhs.gov
- If you don't have an account, use our web form egov.uscis.gov/cris/contactus

INQUIRING ABOUT A CASE



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Option 2—Call us

- USCIS customer service...800-375-5283
- 800-767-1833 (TDD for the deaf/hard of hearing)
 - Select 1 for English, or 2 for Spanish
 - Select 2 for information on a pending case
 - Select 1 if you have your receipt number
 - Select 3 to speak to a representative

DACA CUSTOMER SUPPORT



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Our DACA support team in
Overland Park, Kansas



Behind the scenes, our team...

- Responds to all online inquiries, and provides case and technical support.
- If your DACA renewal request is pending for 105 days or more, the Nebraska Service Center (NSC) will respond.
- If your DACA renewal request is within normal processing time, the DACA customer support team will respond.

SELF-HELP TOOLS



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A screenshot of the USCIS Case Status Online tool interface. The header includes the U.S. Citizenship and Immigration Services logo and navigation links for FORMS, NEWS, CITIZENSHIP, GREEN CARD, TOOLS, and LAWS. The main content area is titled "CASE STATUS ONLINE" and features a text input field labeled "Enter a Receipt Number" with a help icon. Below the input field is a "CHECK STATUS" button. A "PRIVACY ACT STATEMENT" link is also present. At the bottom, there is a section titled "Why sign up for an account?" with a "Click Here" link. To the right of this section are two buttons: "ACCOUNT LOGIN" and "SIGN UP". The footer includes a link to "RELATED TOOLS".

- We have improved the accuracy of our Case Status Online Tool.
- We now give more specific case information when we process a customer's application for an employment authorization document.
- You can access Case Status anytime, anywhere.
- uscis.gov/casestatus

SELF-HELP TOOLS

- Check your case status
- Check processing times
- Make an appointment
- Change your address
- Sign up for automatic case updates
- Find an office, doctor or class
- Download forms
- Ask a question about your case
- Explore your options



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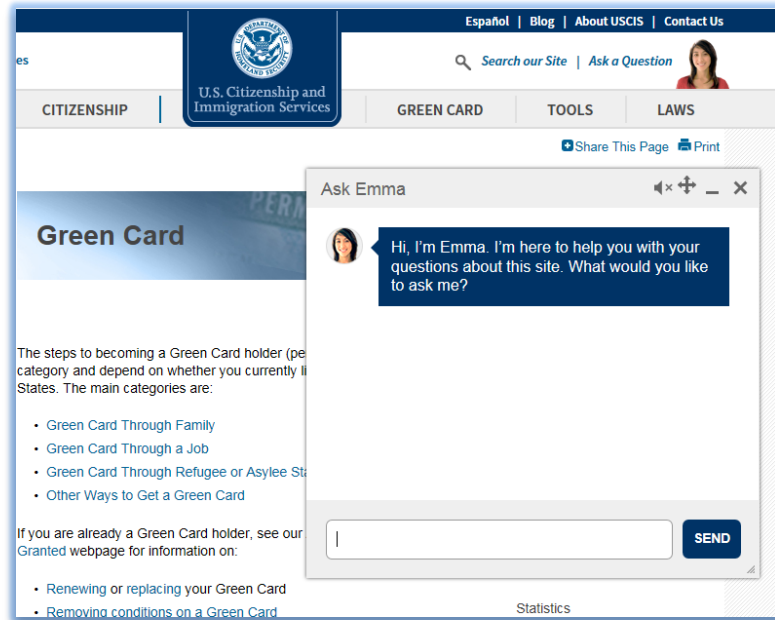
my.uscis.gov

SELF-HELP TOOLS



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- Need information? Ask Emma
- Emma can respond to questions in English and Spanish
- Available 24/7 on any mobile device or computer



www.uscis.gov/emma

BENEFITS OF A USCIS ONLINE ACCOUNT



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Customers can...

- Submit certain forms, evidence, and payments electronically, all at once
- Access up-to-date and detailed case status
- Get automatic case updates
- Manage account preferences and contact information



FOLLOW-UP INQUIRIES



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If more than 30 days have passed without a reply to your inquiry...

- Customers can contact the Nebraska Service Center at NSCFollowup.NCSC@uscis.dhs.gov



If NSC does not respond within 21 days...

- Customers can contact Service Center Operations at SCOPSSCATA@uscis.dhs.gov

EMPLOYER OUTREACH



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Support to employers

- Employers who have questions about whether they can hire a DACA recipient can call 888-464-4218 or email us at e-verify@dhs.gov